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U.S. Customs and Border Protection

CBP HRM
Office of Human Resources Management

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- At CBP, ours is a challenging and rewarding mission, one that is vital to the security and safety of our Nation. With nearly 60,000 employees, CBP is the largest Federal law-enforcement agency in the United States.
- CBP employees serving nationwide and overseas in both front-line law enforcement and mission support roles do their part to secure our Nation's borders against terrorist threats, human and drug smuggling, illegal migration, and agriculture pests, while still allowing the legitimate flow of trade and travel.
- Veterans represent 28.88 percent of the total workforce and 29.24 percent of new hires.
- Veterans with compensable disabilities of 30 percent or more represent 5.5 percent of the CBP workforce, and veterans with compensable disabilities of 30 percent or greater constitute 8.7 percent of new hires.

- In general, CBP has two categories of careers: **Frontline Law Enforcement and Mission Critical Occupations.**
- **Frontline Law Enforcement:**
  - Over 20,000 **Border Patrol Agents** protect 1,900 miles of our border with Mexico and 5,000 miles of our border with Canada.
  - More than 20,000 **CBP Officers** ensure the Nation's safety by screening passengers and cargo at over 300 ports of entry.
  - Nearly 1,000 **Air and Marine Interdiction Agents** use their specialized training and high-tech equipment to prevent people, weapons, narcotics, and

- **Mission Critical Occupations:**
  - Nearly 2,500 employees in CBP revenue positions collect over $30 billion annually in entry duties and taxes through the enforcement of trade and tariff laws. In addition, they fulfill the agency's trade mission by appraising and classifying imported merchandise.
  - These employees serve in GS-9/11 positions such as **Import Specialist**, Auditor, International Trade Specialist, and Textile Analyst.
  - CBP has 8,000 employees working in support of our frontline occupations. Below are only a few of the GS-7 through GS-13 positions contributing behind the scenes.
    - **Operational Support**: Intelligence Research Specialists, Paralegals, and CBP Technicians.
    - **Mission Support**: IT Specialists, Management Analysts, Contract Specialists, Human Resource Specialists, Mission Support Specialists, Mechanics, Budget Analysts, Purchasing Agents, and Security Specialists.

- CBP's collaboration with DOD directly supports President Obama's Executive Order 13518, Employment of Veterans in the Federal government, signed on November 9, 2009.
- CBP provides veterans with enhanced employment opportunities within the agency in two ways:
  - Having veterans provide their information to our Selective Placement Program Coordinators (SPPCs) located within our hiring centers.
  - NPWE Internships.
- CBP's SPPCs input veterans' information into an internal SharePoint site that all CBP hiring managers refer to prior to making hiring decisions.

- Our goal is for our SPPCs to assist **ALL service-members and veterans** with preference from DOD uploading their information into our internal SharePoint site located within our hiring centers.
- This will afford your folks an enhanced ability for non-competitive appointment into the positions they apply for within CBP.
- Service-members and veterans with preference and Schedule A hiring eligibility can be considered for placement opportunities within CBP.

- **CBP Selective Placement Program Coordinators (SPPCs)**: Serve as the agency's frontline contact to applicants/veterans with disabilities and veterans with preference who are interested in employment via Special Hiring Authorities for Veterans and Schedule A.
- CBP's SPPCs advocate for the use of the aforementioned hiring authorities among our hiring managers by:
  - Assisting veterans in completing the CBP Veterans Interest Profile and gathering all other required documentation (i.e. VA Disability Rating Letter, DD214, etc.) to be inputted into our internal CBP SharePoint site.
  - This provides managers with applications of individuals who qualify for available positions within the agency and can assist in eliminating the typical competitive hiring process.

- Preference eligible veterans (5 point and 10 point) should complete the CBP Veterans Interest Profile (VIP) form and email it along with their resume, transcripts DD214s, SF-15s, VA rating decisions, geographic location(s) desired (between 5-15), and Schedule A letters to our SPPCs: **VETCOORD@cbp.dhs.gov** and **CBPSPPC@cbp.dhs.gov**.
- Once this step is completed and DOD service-members and veterans apply for future CBP positions (by typing "CBP" into USAJOBS.gov **DAILY**), they should forward the following information to the aforementioned SPPCs' email boxes listed above:

  Position Title, Series, Grade
  Lowest Grade Willing to Accept
  USAJOBS.gov Job Opportunity Announcement (JOA) Number

- Their information will be shared with our hiring managers and the SPPCs at our hiring centers will reach out to the Selecting Officials on the specific job announcements that DOD service-

- **Department of Veterans Affairs (VA), Non-Paid Work Experience (NPWE) Internship Program**
- The following link contains the CBP Veterans Internship Programs video describing the internship process in which we partner with VA to provide internships for service-members and veterans: http://www.cbp.gov/careers/outreach-programs/veterans. Here are the steps required for service-members and veterans to apply for VA's Vocational Rehabilitation and Employment program.
- Once veterans are active participants in the VA's VR&E program Federal agencies can have them intern in any GS series or grade via the NPWE program. The VA NPWE internship program) is used by all Federal agencies by providing eligible veterans and service members who participate in the VA's Vocational Rehabilitation and Employment program the opportunity to obtain concurrent training and practical job experience within CBP program offices nationally.
- NPWE allows for veterans to intern within all governmental agencies while receiving a monthly stipend during their 6 to 12 month internships.

- NPWE interns are strictly considered volunteers, don't receive compensation from the agencies for which they intern, and agencies like CBP are not required to convert these veterans or have an available FTE at the conclusion of their internship experience.
- CBP's goal has been to use the NPWE program to give DOD service-members and veterans the opportunity to prove themselves to our hiring managers prior to us making hiring commitments.
- Once a NPWE veteran intern completes the full BI process they can be converted non-competitively IMMEDIATELY using Special

Our hiring managers are excited to utilize the NPWE program as a way of onboarding DOD veterans since they can intern in any GS series or grade. Since FY 2014, 48 veterans completed the background investigation (BI) process and participated in the NPWE program within CBP with 18 having been converted into some of the positions below:

Government Information Specialist (GS-14), Privacy and Diversity Office (PDO), Headquarters (HQ);

National Targeting Security Specialist (GS-13), Office of Field Operations (OFO), National Targeting Center;

Project Manager/Applied Technology) (GS-13, Office of Information Technology (OIT), HQ;

Management and Program Analyst (GS-13), OIT, HQ;

Writer Editor (GS-12), Office of Congressional Affairs, HQ;

Management and Program Analyst (GS-12), OFO, HQ;

Management and Program Analyst (GS-11), Office of International Affairs, HQ;

IT Specialist, Office of Information Technology (OIT), HQ

Import Specialist (GS-11), OFO, Port of Memphis, Tennessee;

Human Resources Assistant (GS-07/08), HRM, Benefits, Medical, and Worklife Division;

Human Resources Assistant (GS-6/7), HRM, Minneapolis Hiring Center; and

CBP Technician (GS-05/07), OFO, Port of Atlanta, Georgia.

- Thirty-one more await final clearances to begin internships in a variety of GS series and grades throughout CBP to include but not limited to:
- NPWE participants are able to work full-time schedules for 6 to 12 months and are provided full background investigations (BIs) through our Office of Internal Affairs (IA) prior to beginning their internships with CBP.
- BIs for NPWE participants can take between 4 to 6 months (or less) to complete.
- Our Hiring Managers nationally understand that they can hire your veterans at any time during the NPWE internship process.

- **Federal Veterans Program Managers Listing**
- The following link provides a full listing of the Veterans Program Managers within every Federal agency who are charged with advancing the employment prospects for service-members and veterans:
- http://www.fedshirevets.gov/AgencyDirectory/index.aspx

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